



### Satisfaction Is Important to Us

We want to provide quality programs to all participants. If you are not satisfied with your program, let us know. Contact staff at your local facility or call 408-277-4661, or email [PRNS@sanjoseca.gov](mailto:PRNS@sanjoseca.gov).

### Fee Class Refund Policy

- Refund requests need to be made in writing, by phone, or in person at the PRNS facility where the class is held. If you have any questions, please call 408-277-4661.
- Refunds will be given for class cancellations received by the City at least 14 calendar days prior to the start of the program/class. No refunds will be made for cancellations received by the City less than 14 calendar days prior to the start of the program/class.
- There will be a \$10 processing fee for each cancellation request. It may not be possible to refund the class materials charged by the instructor.
- When the class fee was paid by check, there is a 21-day waiting period before the refund will be processed. There may be a delay of up to 6 to 8 weeks before the refund will be mailed.
- Credit card refunds will be credited back to the original credit card account within one week of City's receipt of the refund request.

### Open Registration Process

Our method of registration is designed to offer equal access to all San José citizens. The City of San José Department of Parks, Recreation and Neighborhood Services offers open registration each and every time a class or activity is held. The City cannot offer guaranteed participation from one session to the next. Please note all requirements, dates, and times for classes offered before enrolling.

### Minimum Enrollment/Class Cancellation

The San José Department of Parks, Recreation and Neighborhood Services reserves the right to cancel any class or activity that does not meet a set minimum. Please register early to avoid class cancellations. We will make every effort to notify you at least 5 days prior to the scheduled course starting date. Please do not purchase supplies until 5 days prior to the start of the course. If a class is cancelled, you will receive a full refund from the City.

The City will attempt to make up classes missed due to instructor illness, building closures, weather, etc. by lengthening the weeks or hours of the class if the schedule permits.

### Helpful Guidelines

- Registration will be accepted until the 2nd class meeting, if the course is available. Courses are unavailable when filled to capacity or canceled due to insufficient enrollment. Please register early to avoid course cancellations. If the course you request is full, you will be registered for your second choice or your name will be placed on a waiting list and your payment will be returned.
- If you miss a course meeting, we may not be able to accommodate you at another site or date for a makeup.
- Only registered participants may participate in a class or course.

### Inclusion Policy

The City of San José encourages and supports the participation of individuals with all ability levels in programs and services. To facilitate opportunities for people with and without disabilities and to engage in leisure pursuits together, the Department of Parks, Recreation and Neighborhood Services provides inclusion support services. These services include, but are not limited to, interpreters for the deaf or hearing impaired, improved signage, activity modification, additional staff training, accessible equipment and facility features, and support staff. To ensure the requested accommodation, please notify the specific facility where the program is provided at least two weeks in advance. For more information on inclusion opportunities, specialized recreation services, and accommodations, please contact the Office of Therapeutic Services at 408-369-3900.

### General PRNS Facility Rules

These rules apply to anyone using a PRNS managed room, auditorium, gymnasium, community center, pool, or similar PRNS managed facility. Anyone failing to comply with these rules will be subject to possible disciplinary action, which may include ejection from the premises.

- Animals, with the exception of guide dogs, skateboards, roller blades, and bicycles are not allowed in any PRNS Facility. Radios, tape players and compact disc players are only allowed in the Facility with the Director's consent and with the use of headphones.
- All City of San José municipal indoor facilities are smoke free environments.
- The City of San José is not responsible for lost, damaged, or stolen property.
- Only the City may post materials on City property.
- Non-Parks and Recreation employees are not allowed to provide instruction for profit on City property without a contract or permit.

### Air Jumper Guidelines

Air Jumpers are allowed in most neighborhood parks with proper authorization, and at Lake Cunningham Regional Park with a picnic reservation. They are not allowed at **Almaden Lake, Alum Rock, Brenda Lopez Plaza, Edenvale, Hummingbird, O'Connor, Overfelt Gardens, Prusch, Saratoga Creek, St James, and Willow Street/Frank Bramhall Parks**. There is a limit of one air jumper allowed in a park per day. Air jumper companies must be selected from the approved vendors list. Jumpers are not to be set-up or started prior to 9am. Picnic areas remain on a first-come, first-serve basis (except for Lake Cunningham). Vendors provide generators (no electrical outlets available to public). For authorization and further information, call 408-277-2757.